

## **MAINE PUBLIC UTILITIES COMMISSION HOW TO FILE A PERSONNEL COMPLAINT**

If you wish to make a complaint about the actions of an employee(s) of the Maine Public Utilities Commission, please e-mail, phone or send fax to:

Harry Lanphear, Administrative Director  
(207) 287-3831 phone  
(207) 287-1039 fax  
Email: [Harry.A.Lanphear@maine.gov](mailto:Harry.A.Lanphear@maine.gov)

Or

Nancy Goodwin, Assistant Administrative Director  
(207) 287-3831 phone  
(207) 287-1039 fax  
Email: [Nancy.Goodwin@maine.gov](mailto:Nancy.Goodwin@maine.gov)

You may also mail a written complaint to the Administrative Director or Assistant Administrative Director at:

Maine Public Utilities Commission  
18 State House Station  
Augusta, ME 04333-0018

The complaint should provide the following information:

- (1) Name of the complainant.
- (2) Contact information.
- (3) Specific details about the complaint, including date/time and location of incident or issue about which you are complaining.
- (4) Names (if known) of any other witnesses to the incident.

We will formally acknowledge the receipt of your complaint, both in writing and by phone. Your complaint will then be investigated and processed as expeditiously as possible. You may be contacted to provide additional information about your complaint.

When the investigation of your complaint has been completed, you will receive a written explanation of the final disposition of the matter, within the limits of confidentiality laws.